

Position Description for Housing Assistant

BASIC FUNCTION OF POSITION

Incumbent works for the Housing & Real Estate Management Section of GSO and reports directly to the Housing Supervisor (AIT-082). The incumbent is responsible for managing AIT's residential make-ready program; also provides critical housing information to the Housing Supervisor for the proposed housing assignments. The incumbent coordinates and serves as primary point-of-contact on all residential make-ready matters between FAC, Property, RSO, other relevant offices, landlords, contractors/vendors, and resident occupants, ensuring that all residences conform to Department of State standards and are in good condition for occupancy. Also, is the leader of housing inspections ensuring that all requirements are met and concerns addressed before departure and after arrival of occupants. Will coordinate maintenance issues for leased units.

Duties also include oversight and is the COR on several contract including a window treatments, dry-cleaning contract, and general cleaning services contract.

MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Make-Ready Program Management

50%

Manages the make-ready of over 120 residential properties in the AIT housing pool. Coordinates the process between FAC, RSO, Property, Housing and other internal counterparts. Serves as main negotiator on renovation/improvements items for housing pool inventory with landlords. This includes but is not limited to ensuring units meet AIT needs, they are clean, appropriately furnished and functional, and assessment of condition of all furnishings and appliances; recommending repairs, or replacements of existing furnishings and other landlord-provided appliances and follow up to ensure that the requested work is done properly. Is an active lookout for any updates of arrival/departure personnel information; constantly adjusts action plans for make-ready on a daily basis according to the changes of information.

Serves as the team leader in the departure and arrival inspections and ensures that the occupants perform their responsibilities for cleanliness and return the units to the status as entered, as well as to perform intensive spot checks for make-ready until the units are fully comply with the standards before releasing to the employees.

Coordinates maintenance issues for leased units with landlords/contractors/occupants/other parties.

Additionally, the incumbent works with the POSHO and RSO in issues of residential safety and security, and ensuring that all the requirements are met and approvals obtained before occupancy.

Upon acquiring and releasing of property of the housing pool, is responsible for receiving/returning the property as well as the furnishings therein on behalf of AIT according to lease terms.

Provides critical inputs of the incoming employees and the available units to assist the housing supervisor to make appropriate housing assignment proposal. Under the supervision of the Housing Supervisor, once the arrival/departure employees are identified, obtains personal/housing information either by self or allocate proper actions to EFM Housing Assistant and to generate action plans for make-ready projects. Other duties as required by housing supervisor.

COR of Window Treatments Contract, Dry Cleaning Contract and General Cleaning Service Contract 20%

The incumbent oversees and manages the conditions of the window treatments and the cleanliness of the housing pool inventories, and makes decision to issue task order for these services to be performed to the housing units. The incumbent serves as COR for window treatments and dry-cleaning contract and the general cleaning services contract. Executes the contracts and keeps track of task orders and the annual budget of each contract.

QUALIFICATIONS REQUIRED

Education: College studies level is required.

Prior Work Experience: Three years minimum work experience in general contractor, construction industry, real estate maintenance, project management or property management field involving intensive customer service is required.

Post Entry Training: AIT policies and procedures, 15 FAM and OBO regulations. COR training, Contract Administration, Housing workshop, Customer Service Skills, Communication Skills, RSO regulations, POSHO Safety Requirements.

Language Proficiency: Level III (Good Working Knowledge) English and Level III (Good Working Knowledge) Chinese are required.

Job Knowledge: MS Word, EXCEL, Outlook required. General knowledge about inventories, warehousing, maintenance and furnishings essential for this position. Sound understanding of signed lease agreements.

Skills and Abilities: Sound judgment is essential for this position. Ability to identify problems and recommend solutions. Ability to prioritize competing time-sensitive tasks. Ability to work independently with a myriad of contractors, vendors and other personnel. Ability to deal with stress and pressing deadlines or crisis is a must. Organizational skill is essential. Excellent presentation and interpersonal skills are essential for this position. Writing skills are critical for daily work to communicate with internal/external counterparts. Must possess computer skills to include Word, Excel, Access, Internet, etc. Must be able to draft written reports, work orders and general correspondence; spreadsheets etc.

POSITION ELEMENTS

Supervision Received: Report to Housing Supervisor.

Supervision Exercised: Examines the work of landlords, contractors and vendors as required; including giving instructions and assigning tasks to team members

Available Guidelines: 15 FAM, OBO regulations, and AIT housing regulations, signed lease contract.

Exercise of Judgment: Extremely important as incumbent works much of the time independently with a myriad of contractors, vendors, AIT personnel and landlords. Must be sensitive and exercise discretion in situations dealing with landlords and AIT occupants.

Authority to Make Commitments: As designated COR, has the authority to submit task orders for drying cleaning, window treatment, and general cleaning services etc. for residences.

Nature, Level and Purpose of Contacts: Essential for the job as incumbent works closely with landlords during the “make-ready” stage for residences; also has direct contact with occupants and other AIT offices.

Time Expected to Reach Full Performance Level: 3 months